

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☐ EXISTING POSITION

## Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0072038	10. Budget Program Number 629		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Technology Support Consultant III			
3. Division ITS		12. Proposed Class Title Technology Support Consultant II			
4. Section Technology Services	For  Use  By  Personnel  Office	13. Allocation		Position Number	
5. Unit Network Connectivity		14. Effective Date			
6. Location (address where employee works)  City Topeka County Shawnee		15. By	Approved		
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time)  FROM: 8AM To: 5PM	17. Audit Date: By: Date: By:				

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

**Name** Pamela Hazzard

**Title** IS Manager I

**Position Number** K0050844

Who evaluates the work of an incumbent in this position?

**Name** Pamela Hazzard

**Title** IS Manager I

**Position Number** K0050844

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

**Assignments are given in the form of overall objectives for business outcomes. Employee has considerable latitude in developing goals and in setting progress and project deadlines to meet business goals and outcomes. Business outcomes are reviewed for timely completion and effectiveness.**

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
30%	E	<b>Troubleshooting - Troubleshoot/analysis/resolution of communication failures/problems – (Network connectivity) - LAN/WAN, wireless, VPN, remote access and Mainframe printing issues. (Hardware) – Switches and BigIP F5 and Firewall. Tracking all trouble calls via trouble ticket system and KIRM's system. Coordinate/liaise with Central Office, Regional office, technical staff, contractors, business partners, vendors, OITS and the Technical Help Desk (THD) on problem resolution efforts. If necessary, travels to site to work with vendors, engineers, technicians or contractors for resolution. Follow progress and work with necessary parties for satisfactory resolution.</b>
30%	E	<b>Technical assistance - Technical support/engineering assistance to DCF users/vendors/contractors/business partners on LAN, WAN, Switch, VPN, Data/Voice ckt, IP Address administration, Mainframe Access, remote access, ASA firewall, port access, Websense Web and UPS mgmt. Assist customer with the operation/installation of network and telecommunication wiring &amp; facilities (physical cabling, power requirements, asset management and comparison costs. Access systems remotely to run port/system usage reports upon request. Develop procedure and training documentation for technical staff.</b>
20%	E	<b>Management – Configure and manage DCF infrastructure hardware and software. (Cisco Switches, Firewall, ASA security appliance, F5, Websense, Remote access database and several network management and monitoring tools.</b>
10%	E	<b>Planning/Designing –Plan, design and coordinate of LAN switching and configuration for new and existing DCF owned or leased buildings. Assist site with equipment estimates and ordering. Frequent contact with Vendors to evaluate products and obtain costs and features available for both existing and new products.</b>
5%	E	<b>Billing - Receive copy of bills from site contacts to review and resolve questions. Reviews and analyzes agency telecommunications requests and cost data in resolving telecommunication billing issues/discrepancies/errors between CO/CLEC, OITS and DCF agencies. Work with agency staff and vendor contact(s) to resolve billing discrepancies.</b>
5%	E	<b>Other duties as assigned.</b>
100%	E	<b>Daily requirements</b> <ul style="list-style-type: none"> <li>• Attendance.</li> <li>• Scheduled Time.</li> <li>• Overtime/ability to work prescribed number of hours.</li> <li>• Ability to be on paid Stand-by.</li> <li>• Acceptance of Supervision.</li> </ul> <b>Ability to get along with others in the workplace.</b>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Name**

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- ( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( x ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

**Daily contact with other employees from various sections of DCF ITS, staff from DCF field or commission offices, OITS, and many various outside vendors. The interaction with the various entities is needed to resolve problems and plan for network changes or enhancements. This communication includes reviewing new products, covering implementation problems, and maintaining ongoing service contracts. Site visit(s) and meetings with Engineers/Architects/Vendors/Customer to review building layout.**

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25. What hazards, risks or discomforts exist on the job or in the work environment?

**Stress levels can be increased due to the complex network systems and potential problems that could occur as a result of downtime. Risk of injury from lifting of heavy equipment.**

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

**Daily – Telephone/cell phone**

**Daily - PC/laptop**

**Daily – Network Management tools**

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

**High School Diploma or equivalent and six months configuring and installing/replacing software, hardware, and connecting peripherals. Education may be substituted for experience as determined relevant by the agency.**

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Education or Training - special or professional

**Education in computer programming, network administration, security, installation and design.**

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Licenses, certificates and registrations

**CCNA Preferred**

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Special knowledge, skills and abilities

**Strong analytical/problem solving skills. Good verbal and written communication skills. Knowledge of networking and telecommunication equipment and infrastructure design. Knowledge, skill or ability to configure and manage basic computer hardware such as routers, switches and firewalls.**

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Experience - length in years and kind

**2years –(Preferred) Experience in planning, design, installation, configuration, maintenance and support of firewall's, Network switches, Encryption, Web Control and multiple network troubleshooting tools. Education can be substituted for experience.**

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

**Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50lbs. unassisted), bending, standing, climbing or walking. Must be able to tolerate confined spaces and have ability to distinguish colors.**

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date